

Office of
Workers' Compensation
2003 Annual Report



LOUISIANA WORKS
DEPARTMENT OF LABOR

www.LAWORKS.net

The Louisiana Department of Labor (LDOL), Office of Workers' Compensation Administration (OWCA), respectfully submits its 2003 Annual Report. The purpose of the report is to disseminate information pertaining to the costs and characteristics of workers' compensation claims as required in R.S.23:1310.10. Highlights of this report and other OWCA information are available on the LDOL's website www.LAWORKS.net.

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EXECUTIVE SUMMARY

In 2003, the Office of Workers' Compensation Administration (OWCA) focused on expectations of improving its internal technology and customer services. The OWCA began the year by becoming technology savvy. The office leveraged a secure, faster web-based system on the LDOL's Intranet site. This application is interfaced with the LDOL's legacy mainframe computer system. The automation of the online filing system continues to make customer interactions easier. The OWCA completed the massive overhaul of the record keeping system in 2003. More information about the OWCA's electronic innovation and technology is provided in the [Special Topics](#) section.

Since the year 1999, there has been a 46 percent decrease in the number of undisputed workers' compensation claims processed by the OWCA. ([see Overview of OWCA Sections](#)). The Office contributes the reduction in undisputed claims to several factors:

- the excellent job the OWCA is doing in offering safety and program assistance to employers.
- a more efficient internal operation.
- educating customers on filing requirements, resulting in reduction of unnecessary filing of claims and duplication of filing claims.

The Workplace Safety section identified 3,421 safety and health hazards and of this number 1,007 were serious hazards. The section conducted 1,023 on-site visits. The unit also awarded 14 Cost Containment Program ([CCP](#)) certificates and participated in some 16 Safety and Health Achievement Recognition Program (SHARP) awards for Louisiana employers. The unit also distributed thousands of quarterly safety reports (LDOL-WC-1017-A) which identify employers who are experiencing above-average injuries for their industry classification.

In 2003, the Hearings section continued to effectively manage disputed workers' compensation claims and assist parties in resolving their disputes. The section received 6,547 disputed claims in 2003, a decrease of 509 disputed claims from 2002. Through efforts of the section, 1,961 trials were held in 2003, compared to 1,317 in 2002, which represents a 49 percent increase. Four thousand seven hundred thirty-nine settlements were also approved in 2003.

The Medical Services section continued to process disputed medical claims in less than 30 days from date of receipt. In 2003 the average time to schedule an independent medical exam ([IME](#)) was 2.7 days. In 2003, the section processed claims involving over \$155,000 in medical reimbursement, and \$5.3 million in special reimbursement for hospital outlier cases.

The Records Management section responded to more than 4,381 requests for public information, with a response time of three days. Of 61,799 forms processed, the workers' compensation reporting forms made up 71 percent in 2003. The number of electronic LDOL-WC-1007 forms filed showed an increase of only 8 percent from the previous year. In mid-2003, the section implemented an electronic imaging system to be its standard means of improving workflow and providing automated record keeping.

The Finance and Compliance section received and approved applications for self-insured status, examined statutory compliance regarding workers' compensation coverage, and conducted on-site audits. In 2003 within the state, 552 companies were approved to be self-insured. Some 578 insurance companies were authorized to sell workers' compensation insurance.

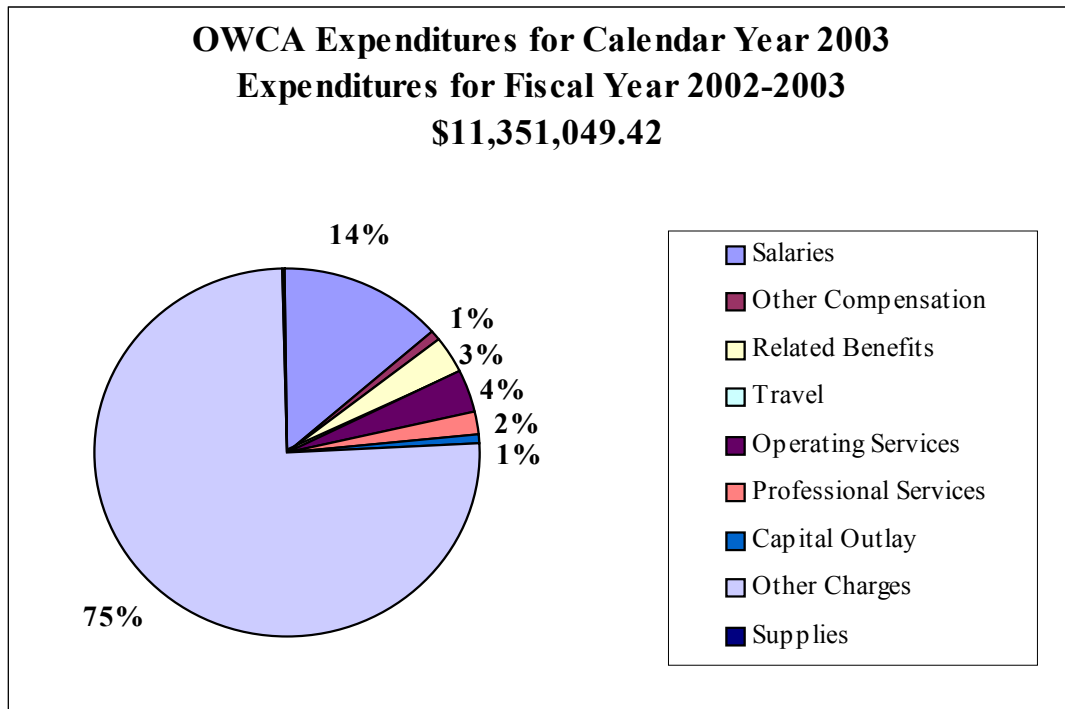
On April 15, 2004, the Executive Summary will be updated on the website with additional accomplishments made by the OWCA in 2003. It will also include the OWCA's expectations for 2005.

INTRODUCTION

The Louisiana Office of Workers' Compensation Administration (OWCA) was created in 1983 in order to administer the Louisiana Workers' Compensation Act. The office exercises its authority under Chapter 10 of Title 23 of the Louisiana Revised Statutes.

The Office of Workers' Compensation Administration Budgeted Expenditures – 2003

The assessment rate for fiscal year 2002–2003 grew 1.89 percent over the previous fiscal year. The increases in expenditures are contributed to the office maintaining Administrative Service levels in most areas and making significant improvements in technology.



ADMINISTRATION

The OWCA offers numerous services to the employees and employers of Louisiana. Currently, the office's sections are Administrative, Finance and Compliance, Fraud, Hearings, Information Systems, Legal, Medical Services, Records Management, Second Injury Fund, and Workplace Safety.

ADMINISTRATIVE SECTION

Karen Winfrey, Assistant Secretary/Director

The OWCA is headed by an Assistant Secretary of Labor, who is also Director of the office. The Director is appointed by and serves at the pleasure of the Governor.

The telephone number for the Administrative Section is (225) 342-7561. The FAX number is (225) 342-5665. The email address for the director is kwinfrey@ldol.state.la.us.

FINANCE AND COMPLIANCE SECTION

Preston (Petty) Pecue, Manager

The Finance and Compliance Section evaluates and approves or disapproves applications for self-insured status, examines statutory compliance regarding workers' compensation coverage, and conducts audits of benefits paid by insurance companies, group self-insured funds and individually self-insureds. The total assessment amount increased from \$8,500,000 in 2002 to \$10,518,000, which represents a 24 percent increase.

The telephone numbers for the Finance and Compliance Section are (800) 201-3448 or (225) 342-5658. The FAX number is (225) 342-7578. The email address for its supervisor is ppecue@ldol.state.la.us.

FRAUD SECTION

Kaye Fournet, Manager

The Fraud Section detects and deters workers' compensation fraud and educates the public about the penalties for workers' compensation fraud. It conducts investigations within 30 days of reported workers' compensation fraud. The Fraud Section provides resources to employers and insurers to increase their awareness of potentially fraudulent claims and offers guidance to avoid future instances of fraud. These resources include training seminars, the promotion of the use of written and electronic material, with its nationwide toll-free fraud hotline (800) 201-3362, as well as Internet resources to report suspected fraud directly to the office.

The telephone number for the Fraud Section is (225) 342-7558. The FAX number is (225) 342-1880. The email address for its supervisor is kfournet@ldol.state.la.us.

HEARINGS SECTION

Sheral Kellar, Manager

The Hearings Section resolves disputed workers' compensation claims. A claim for benefits or a controversion of entitlement to benefits, or other relief granted by R.S.23:1310 is initiated by filing a disputed claim for compensation form ([LDOL-WC-1008](#)) with the Hearings section.

There are currently ten district offices statewide, [Alexandria](#), [Baton Rouge](#), [Covington](#), [Harvey](#), [Houma](#), [Lafayette](#), [Lake Charles](#), [Monroe](#), [New Orleans](#), and [Shreveport](#).

The telephone numbers for the main office of the Hearings Section are (800) 201-2499 or (225) 342-7970. The FAX number is (225) 342-4790. The email address for its manager is skellar@ldol.state.la.us.

INFORMATION SYSTEMS SECTION

Larry White, Manager

The Information Systems Section supports the infrastructure technology needs of the OWCA. The primary function of this unit is to support the PCs on a statewide network. The network utilizes Windows NT software and consists of 170 PCs. The introduction of imaging technology throughout the OWCA was completed in 2003.

The telephone numbers for the Information Systems Section are (800) 201-2498 or (225) 342-7574. The FAX number is (504) 342-7562. The email address for its manager is lwhite@ldol.state.la.us.

LEGAL SECTION

The Legal Section serves in an advisory capacity to the director and the office staff in legal matters falling under the jurisdiction of the OWCA. It also represents the OWCA in all matters in which the Director or the office are named. It also represents the State of Louisiana in defending constitutional challenges to the workers' compensation statutes and procedures.

The telephone numbers for the Legal Section are (800) 201-3405 or (225) 342-7557. The FAX number is (225) 342-7593.

MEDICAL SERVICES SECTION

Judy Albarado, Manager

The Medical Services Section enforces the reimbursement schedule, audits specific medical bills and schedules independent medical examinations (IMEs).

All disputes presented to the section are informally resolved by issuance of a recommendation by the Director of the OWCA.

The telephone numbers for the Medical Services Section are (800) 201-2494 or (225) 342-7559. The FAX number is (225) 342-9836. The email address for its manager is jalbarado@ldol.state.la.us.

RECORDS MANAGEMENT SECTION

Brenda D. Williams, Manager

The Records Management Section is a support section for the OWCA. The section publishes the OWCA Annual Report, which highlights accomplishments of the OWCA in a given year and offers statistical information concerning workplace injuries and illnesses. It provides OWCA reporting forms, as well as instructions for their completion, by means of electronic filing on the LDOL website (www.LAWORKS.net). The section responds to public record requests. It also serves as a repository for workers' compensation records and oversees the imaging of records of

the office. In addition, the section provides copies of those records that are considered public records, whether on microfilm, electronically imaged, or on paper.

The telephone numbers for the Records Management Section are (800) 201-3457 or (225) 342-5662. The FAX numbers are (225) 342-7582 and (225) 342-3539. The email address is bwilliams@ldol.state.la.us.

SECOND INJURY FUND

Joe San Marco, Manager

The Second Injury Fund (SIF), is an employer/insurer funded program, whose purpose is to encourage the employment of physically handicapped individuals with a pre-existing permanent partial disability that is a hindrance or obstacle to obtaining employment. The SIF promotes the hiring of these individuals by protecting employers/insurers from excess liability for workers' compensation. The SIF reimburses employers/insurers for the medical and compensation costs paid to employees who have met the statutory qualification. The SIF provides an economic incentive to employers to hire or rehire individuals with pre-existing disabilities. The SIF provides online claim status to employers and insurers. In addition, the SIF makes electronic fund transfer ([EFT](#)) options available to employers.

The telephone numbers for the Second Injury Fund Section are (800) 201-2493 or (225) 342-7866. The FAX number is (225) 219-5968. The email address is jsanmarco@ldol.state.la.us.

WORKPLACE SAFETY SECTION

Willis E. Callihan, Director

The Workplace Safety Section provides voluntary and confidential workplace inspections, on-site training and program assistance to employers in the state. The section administers the Cost Containment Program ([CCP](#)), which offers eligible employers the opportunity to lower their workers' compensation insurance premiums. The section is responsible for distribution and processing of quarterly reports ([LDOL-WC-1017A](#)) by employers who are experiencing above-average injuries for their industry classification. The report is due one month from the quarter reported. In addition, the section provides on-site facility inspections to identify hazards and assess program elements to ensure compliance with workplace safety provisions.

The telephone numbers for the Workplace Safety and Consultation Section are (800) 201-2495 or (225) 342-9601. The FAX number is (225) 342-5158. The email address is wcallihan@ldol.state.la.us.

OWCA's SECTIONS' ACTIVITY, 1999-2003

The following tables give details of the activities of the OWCA sections for the years 1999-2003:

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Section 2 [Hearings Section](#)

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[Number of Mediations Held by OWCA Districts, 1999-2003](#)

[Number of Decisions Rendered by OWCA Districts, 1999-2003](#)

[Number of Settlements Approved by Appeals by OWCA Districts, 1999-2003](#)

[Number of Trials Held by OWCA Districts, 1999-2002](#)

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Section 3 [Medical Services Section](#)

[Estimated Amounts for Hospital Outliers \(Special Reimbursements\), 1999-2003](#)

[Estimated Amounts for Medical Reimbursement Disputed Claims, 1999-2003](#)

Section 4 [Records Management Section, 1999-2003](#)

Section 5 [Second Injury Fund Section, 1999-2003](#)

Section 6 [Workers' Compensation Fraud Claims Section, 1999-2003](#)

Section 7 [Workplace Safety Section, 1999-2003](#)

AN OVERVIEW OF OWCA CLAIMS AND SECTIONS' ACTIVITIES, 1999-2003

WORKERS' COMPENSATION CLAIMS (Section #1)										
Year	Undisputed Claims		Disputed Claims		Claims Closed			Claims Settled		
1999	19,059		7,097		8,709			4,401		
2000	19,768		7,103		8,527			3,652		
2001	15,684		6,719		6,738			4,997		
2002	12,680		7,056		4,764			3,849		
2003	10,365		6,547		*5,771			4,739		
HEARINGS (Section # 2)										
Year	Disputed Claims Filed	Mediation Sessions Held		Claims Resolved at Mediation or Prior		Trials Held		Formal Decisions	Appeals Filed	Settlements Approved
1999	7,097	5,178		1,618		1,334		1,246	356	4,401
2000	7,103	4,861		1,143		1,066		761	194	3,652
2001	6,719	5,919		1,055		1,679		1,231	289	4,997
2002	7,056	4,554		1,800		1,317		1,007	226	3,849
2003	6,547	5,271		2,227		1,961		1,568	308	4,739
Number of Disputed Claims Received by OWCA Offices										
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma
1999	507	466	728	1,284	548	911	660	737	794	462
2000	510	464	734	1,280	553	896	664	741	798	463
2001	601	363	624	563	738	754	723	930	989	434
2002	585	415	649	590	724	959	743	959	956	476
2003	504	363	733	622	650	780	776	712	886	521
Number of Mediations Held by OWCA Offices										
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma
1999	456	398	473	670	422	667	522	609	588	373
2000	325	227	521	848	554	530	486	479	531	358
2001	377	488	636	801	592	645	646	685	695	354
2002	328	305	505	517	520	503	501	454	499	422
2003	519	348	448	698	511	662	624	441	561	459
Number of Trials Held by OWCA Offices										
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma
1999	82	123	87	125	133	88	194	258	120	124
2000	123	202	203	210	289	156	368	431	226	218
2001	99	162	159	174	240	151	172	215	128	179
2002	55	97	144	89	193	134	143	180	147	135
2003	120	125	172	154	214	177	209	291	246	253
Number of Decisions Rendered by OWCA Offices										
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma
1999	66	119	74	120	128	85	163	258	140	93
2000	19	63	73	72	121	38	99	144	97	37
2001	54	146	124	117	196	111	123	143	124	93
2002	12	82	126	69	154	119	97	125	122	101
2003	93	109	137	127	201	170	159	217	184	171
Number of Settlements Approved by OWCA Offices										
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma
1999	432	302	489	379	533	499	412	524	529	302
2000	376	176	390	297	535	404	349	424	476	225
2001	568	445	543	374	641	487	454	587	580	318
2002	400	310	381	419	505	311	365	496	422	240
2003	457	407	488	442	648	218	553	555	601	370
Number of Appeals Filed by OWCA Offices										
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma
1999	23	27	43	27	32	45	43	47	36	33
2000	45	46	88	49	67	69	78	78	70	58
2001	17	13	41	26	31	34	47	32	9	39
2002	33	10	28	18	23	23	27	16	32	17
2003	20	18	40	31	34	19	43	32	34	37

AN OVERVIEW OF OWCA CLAIMS AND SECTIONS' ACTIVITIES, 1999-2003

MEDICAL SERVICES (Section # 3)								
Year	Medical Reimbursements		Independent Medical Exams		Utilization Reviews		Special Reimbursement Consideration Appeal Requests (Outliers)	
1999	125		664		173		115	
2000	54		744		175		99	
2001	56		604		158		117	
2002	84		839		183		130	
2003	145		803		151		186	
Estimated Amounts for Hospital Outliers (Special Reimbursements)								
Year	Hospital Outlier Cases		Billed Amounts		Recommended Reimbursements		Estimated Savings	
1999	115		\$1,140,979.34		\$413,254.20		\$838,836.14	
2000	99		\$2,445,394.70		\$602,331.15		\$1,843,063.55	
2001	117		\$4,506,901.48		\$669,234.35		\$3,772,471.12	
2002	130		\$6,109,748.11		\$771,708.09		\$5,337,381.00	
2003	186		\$10,003,246.37		\$3,241,751.72		\$7,333,154.18	
Estimated Amounts for Medical Reimbursement Disputed Claims								
Year	Disputed Claims		Billed Amounts		Recommended Reimbursements		Estimated Savings	
1999	125		\$131,664.05		\$44,483.96		\$68,335.74	
2000	54		\$345,060.70		\$249,070.60		\$95,990.10	
2001	56		\$341,928.38		\$132,928.38		\$238,475.51	
2002	84		\$464,917.95		\$309,346.95		\$155,571.00	
2003	145		\$1,257,180.49		\$689,272.61		\$567,910.37	
RECORDS MANAGEMENT (Section # 4)								
Year	Forms Processed		Requests for Forms, Brochures & Publications			Records Requests		
1999	72,667		13,681			4,120		
2000	69,464		11,970			4,794		
2001	48,302		2,431			3,774		
2002	56,013		268			5,808		
2003	43,690		134			4,247		
SECOND INJURY FUND (Section # 5)								
Year	Claims Received	Claims Closed	Decisions Rendered	Claims Pending	Ongoing Claims	Assessment Actual	**Reimbursement	Total Administrative Costs
1999	1,482	1,195	1,257	101	2,184	\$29,403,379	\$30,913,081	\$587,777
2000	1,237	935	905	3,324	2,324	\$26,492,322	\$25,508,500	\$427,970
2001	1,188	1,199	422	3,370	2,588	\$29,787,739	\$27,804,479	\$503,095
2002	1,361	1,137	1,260	3,584	2,509	\$33,170,744	\$30,566,375	\$543,165
2003	999	1,166	934	3,398	3,229	\$36,491,115	\$33,098,458	-\$665,250
WORKERS' COMPENSATION FRAUD CLAIMS (Section # 6)								
Year	Investigations Initiated	Investigations Completed	Referrals to Legal & Civil Penalties	Referrals for Prosecution	Arrests & Prosecutions	Referrals for U.I. Fraud	Convictions	Percent of Investigations Completed
1999	3,705	2,981	27	40	7	9	11	80%
2000	3,163	2,496	33	32	16	9	9	79%
2001	2,922	2,672	3	21	10	8	6	94%
2002	4,744	4,287	0	24	14	16	2	90%
2003	2,379	2,262	0	22	11	7	7	95%
WORKPLACE SAFETY (Section # 7)								
Year	Clients Assisted	Facility/On-site Inspections	Seminars, Training & Speaking Engagements	Number of Safety & Health Hazards Identified	Number of Serious Health Hazards Identified	Consultation Inquiries	On-site Visits Conducted	Requests Received for Services
1999	5,767	276	40	2,655	2,379	***	332	107
2000	8,654	200	9	1,903	1,622	710	479	267
2001	22,245	576	12	1,983	1,786	783	576	459
2002	62,584	1,093	140	1,611	1,598	2,518	1,093	612
2003	21,565	1,023	1,023	2,414	1,007	1,768	1,023	311

* Preliminary

** Reimbursements 1997 to 2000 are recorded on Fiscal Basis

*** Data not available for Workplace Safety 1997 – 1999

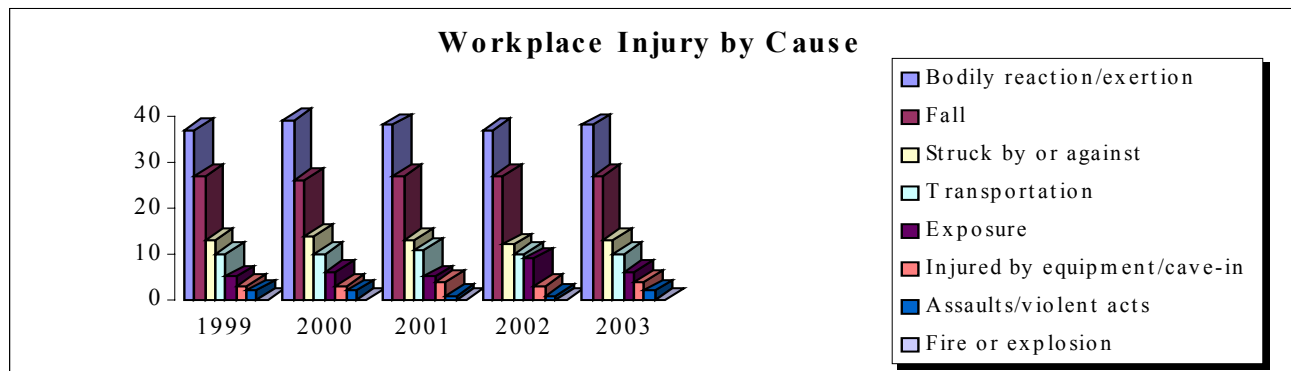
- Prior years administrative expenses are below actual

STATISTICAL SUMMARY

The OWCA conducted a random sample of 4,136 disputed claims ([LDOL-WC-1008](#)) that were closed in 2003. The purpose of this analysis was to identify the causes of workplace injuries. The results are reported below.

Workplace Injury by Cause, 1999-2003

Cause of Injury	1999	2000	2001	2002	2003
Bodily reaction/exertion	37	39	38	37	38
Fall	27	26	27	27	27
Struck by or against	13	14	13	12	13
Transportation	10	10	11	10	10
Exposure	5	6	5	9	6
Injured by equipment/cave-in	3	3	4	4	4
Assaults/violent acts	2	2	1	1	2
Fire or explosion	3	-	1	-	-



Note: Dash (-) indicates there are no claims for this category.

Electronic Technologies

The Office of Workers' Compensation Administration (OWCA) has launched numerous innovative projects in the last five years. The office has worked on joint ventures with Information Technology (IT) operations and partnered with vendors to make online information more relevant to customers. The OWCA will continue to develop ways to achieve its objectives using new processes and technology that will be an added value to customers in a cost-effective and timely way. The office believes the new innovations not only give it an opportunity to move ahead, but also benefit its customers. In 2003, the OWCA:

- continued to provide information pertaining to the OWCA Sections' activities.
- expanded its specific site on the LDOL website to include the quarterly safety report (form [LDOL-WC-1017A](#)) that identifies employers who are experiencing above-average injuries for their industry classification. This form is self-calculating for the whole year.
- improved the electronic filing system for submitting OWCA reporting forms, which allows customers to interact with the office's services via the Internet. The system has been upgraded to allow the filing of a form with an attachment. The office continues to recruit carriers, health care providers and self-insured groups to participate in the electronic filing system. The online filing of forms allows access 24 hours a day, seven days a week.
- launched a secure, faster web-based system on a specific site on the LDOL's Intranet system. This system interfaces with the LDOL's mainframe system. The daily claims entered on the intranet database are extracted from it and passed to a mainframe application that populates the LDOL's mainframe. This eliminates duplication of entering data and there is no longer a need to exit one system to go to another system to perform a transaction. The new system improves interoffice data sharing, resulting in more efficient operation.
- provided mediations via teleconferencing, to alleviate the expense and inconvenience of traveling to OWCA offices when the disputed issues may be resolved without a face-to-face meeting.
- implemented an electronic imaging system to handle its large volume of documentation. This system allows many of the office users to tap into the information without waiting for documents to be returned and without physically moving the documents from location to location. The system has lowered the need for additional space and reduced storage costs. It has lessened the turnaround time for active record requests to one day.
- encouraged the use of its electronic fund transfer ([EFT](#)) options on the LDOL website, which enabled customers to have online access to the Second Injury Fund Claim status.

The OWCA hopes to implement a pilot project of video-conferencing hearings and depositions. Video-conferencing will provide greater access to the adjudication process for disputed workers' compensation claims. As with the teleconferencing already implemented, it would permit persons needing to make appearances to avoid traveling to OWCA offices by allowing them to have their testimony relayed via two-way video to Workers' Compensation Judges. Appearances may include trials, pre-trials, hearings and possibly live testimony or depositions. Convenient sites would include statewide vocational technical schools, law offices and health-care providers' facilities. In addition to reducing the need to travel, video-conferencing will also provide greater access to OWCA services for their customers.

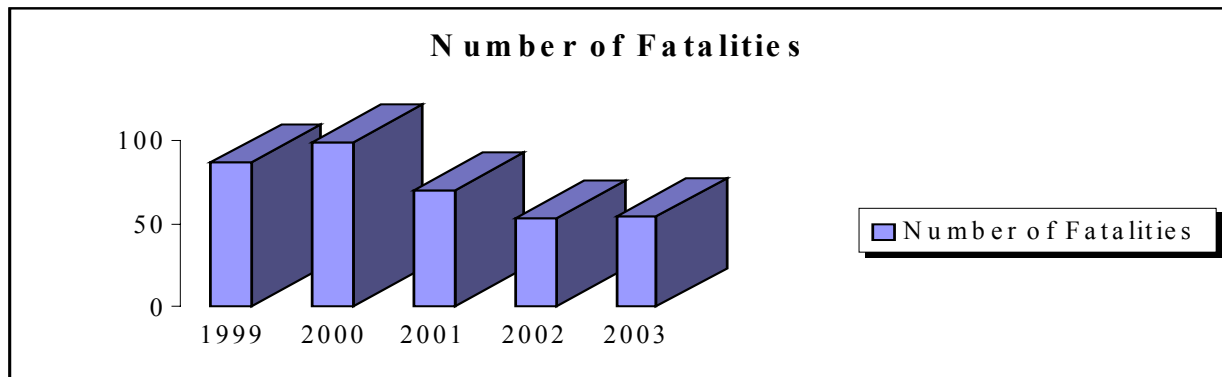
Workplace Fatality Reported Claims, 1999 – 2003

Year	Number of Fatalities	Percentage of Change from Prior Year
1999	87	-19%
2000	99	14%
2001	70	-29%
2002	53	-24%
2003	54	2%

Note: The claims reported are workplace fatalities that are compensable under Louisiana's compensation statute. Data were derived from the form LDOL-WC-1007.

The information represents workplace fatalities in instances where:

- death occurred while on the employer's premises and is work-related
- death occurred off the employer's premises and is work-related



STATEWIDE DISTRICT DIRECTORY

Baton Rouge Administrative Office

CHIEF JUDGE SHERAL KELLAR
OFFICE OF WORKERS' COMPENSATION
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District 1W

OFFICE OF WORKERS' COMPENSATION
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TELEPHONE: (800) 209-7173
FAX: (318) 676-5332

District 1E

OFFICE OF WORKERS' COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Camelia Antie
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TELEPHONE: (800) 209-7321
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District 2

OFFICE OF WORKERS' COMPENSATION
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3727 Government Street, Suite 114
Alexandria, Louisiana 71302
TELEPHONE: (318) 487-5966
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FAX: (318) 487-5967

District 3

OFFICE OF WORKERS' COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Penny Leonard
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TELEPHONE: (337) 475-4882
TELEPHONE: (888) 768-8745
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District 4

OFFICE OF WORKERS' COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Norene Fusilier
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District 5

OFFICE OF WORKERS' COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Martha Mayhall
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District 6

OFFICE OF WORKER'S COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Mikal Pippins
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TELEPHONE: (888) 575-6149
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District 7

OFFICE OF WORKERS' COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Ken Dupre
2150 Westbank Expressway, Suite 403
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TELEPHONE: (800) 209-7162
FAX: (504) 361-6843

District 8

OFFICE OF WORKERS' COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Christine Melford
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District 9

OFFICE OF WORKERS' COMPENSATION
DISPUTE RESOLUTION SPECIALIST: Al Boudreaux
8026 Main Street, Suite 404
Houma, Louisiana 70360-3407
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TELEPHONE: (800) 262-1497
FAX: (985) 857-3781